



CONNECTING TO FIOS®





# WELCOME

TO FIOS® TV ENTERTAINMENT.

You are just a few quick connections away from the most amazing TV experience you've ever had. We're talking eye-popping colors and room-rattling sound. We're talking FiOS.

Just follow the enclosed step-by-step instructions, and you'll get hundreds of all-digital channels, tons of HD channels and thousands of On Demand titles at your fingertips. All in supersharp, lifelike, jaw-dropping clarity.

To start, simply match your set-top box (STB) to the correct models listed on pages 3 and 4. Then make a few connections. And BAM—you're watching the best picture quality available. Period.

Then, just sit back and say "**WOW.**"

## TO ENSURE THE SUCCESSFUL INSTALLATION OF YOUR SET-TOP BOX, READ AND FOLLOW ALL OF THESE STEPS.

1. **Do not turn on your TV or set-top box (STB) until you've read the activation steps.**
2. Unpack the unit and cables. Place your STB near the TV you want to set up.
3. We've included all necessary cables for your installation. Additional or longer cables can be purchased at your local electronics store.
4. Insert batteries in the remote control.
5. Your remote control is already programmed to operate your STB. Instructions on how to program your remote to operate your TV or other devices are shown in the "Remote Control Guide," included with the packing materials.
6. **If you have a Hi-Def or DVR STB, start on Page 3. If you have a Standard-Definition STB, start on Page 4.**  
If you are not sure which type you have, compare the model number on your box to the list of models on pages 3 and 4.
7. Find the serial number of the set-top box you received. You will match one of the devices (to the right).  
**Write down the serial number(s) of the set-top box and have it handy when you call us to activate your device.**
8. Now you are ready to hook up your cables. Proceed to page 3 or 4 based on your model number.  
(Refer back to Step 6 above.)



## HOW TO CONNECT AND ACTIVATE SERVICE FOR HI-DEF & DVR STBs



COAXIAL CABLE

HDMI CABLE

POWER CORD



**A** Connect the coaxial cable from the FiOS TV wall outlet to the "RF IN" or "FiOS TV IN" input on the back of the STB.

**B** Connect the HDMI cable from the HDMI output on the back of the STB to the HDMI input on your TV.

### Instructions

#### List of Hi-Def STBs

##### Motorola:

All Motorola model numbers can be installed using the instructions on this page, except for models QIP 2500, and QIP 2708. (For these models, skip to Page 4.)

#### STB Setup

1. Make sure your TV and STB are turned off.
2. Plug locations may vary according to the STB model.
3. Follow instructions A, B and C as shown on the left.
4. For instructions on hooking up other equipment, go to Troubleshooting on Page 8.

#### Activate Service

Once plugs are connected, call 1.877.600.1511 (consumer) or 1.877.600.1512 (business) to activate your device.

Please be sure to have your serial number handy. See Page 2, Step 7 on how to locate.

## HOW TO CONNECT AND ACTIVATE SERVICE FOR STANDARD-DEFINITION STB



### Instructions

#### List of Hi-Def STBs

##### Motorola:

Motorola model numbers QIP 2500, QIP 2708 and DCT700 can be installed using the instructions on this page. (For all other model numbers, refer to Page 3.)

#### STB Setup

1. Make sure your TV and STB are turned off.
2. Plug locations may vary according to the STB model.
3. Follow instructions A, B and C as shown on the left.
4. For instructions on hooking up other equipment, go to Troubleshooting on Page 8.

#### Activate Service

Once plugs are connected, call 1.877.600.1511 (consumer) or 1.877.600.1512 (business) to activate your device.

Please be sure to have your serial number handy. See Page 2, Step 7 on how to locate.

## TROUBLESHOOTING



### TROUBLESHOOTING—REMOTE CONTROL

1. The Frontier Remote is preprogrammed to control the STB. Other devices must be programmed manually.
2. Go to the "Remote Control Guide" included with the packing materials.
3. You can also go to Channel 131 on FiOS TV for help videos.



### TROUBLESHOOTING—FiOS™ ROUTER

1. The Router must be turned on before activation can be performed.
2. Typically, the Router should be located near your main computer.
3. Make sure the Power, WAN and Internet lights are green. If not, turn Router off and back on again.

### TROUBLESHOOTING

For basic troubleshooting steps, visit <http://Frontier.com/Repair/> and click "Television Service." Or call 1.877.600.1511 (consumer) or 1.877.600.1512 (business) for technical support.

## TROUBLESHOOTING



### TROUBLESHOOTING—TV PICTURE

#### If your TV has a blue screen or no picture:

1. Make sure that both the STB and TV are turned on.
2. If you are not using an HDMI cable, make sure the TV is on channel 3 or 4.
3. Make sure your TV is on the correct input using the remote that came with your TV. Refer to your TV manual if you're unsure how to check the input settings channel.

### TROUBLESHOOTING—REMOTE CONTROL

1. The remote is preprogrammed to control the STB. Other devices must be programmed manually.
2. Consult the "Remote Control Guide" included with the packing materials.

### HELP VIDEOS ARE AVAILABLE FREE FROM THE ON DEMAND MENU\*

Access On Demand from your remote by pressing the Menu button. Select the Help section of the main menu to see detailed information and instructional videos. Learn how to create settings for: Remote Control\*\*, Parental Controls, Widgets and much more.

For basic troubleshooting steps, visit <http://Frontier.com/Repair/> and click "Television Service." Or call 1.877.600.1511 (consumer) or 1.877.600.1512 (business) for technical support.

\*On Demand menu and Interactive Media Guide is on all STBs except the model DCT700.

\*\*Your remote may look different. All FiOS TV remotes are programmed to work with your STB.



YOU ARE NOW SET TO UNLEASH THE FULL  
POTENTIAL OF YOUR TELEVISION.

COLORS SO BRIGHT, THEY STARTLE.  
IMAGES SO RAZOR-SHARP, THEY ASTOUND.  
SOUND SO FULL, IT SOARS.

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